



## DoD SAP Concur DTM Prototype Supplement: Approving Official FAQs

These FAQs supplement the information provided in the [SAP Concur Quick Start Guide for Travelers](#) and [SAP Concur Quick Start Guide for Approvers](#). You can also find a wealth of introductory information in the [SAP Concur User Guides and Demonstrations](#) or at the end of this document.

*Note: For best results, use the Chrome browser to access SAP Concur.*

- 1. Will the system allow multiple Approvers to have access to the same document, to serve either as a “pool” of Approvers or one primary Approver with a number of alternates in case the Approver is out of the office?**  
No. You are limited to a single Approver per traveler; however, one Approver can be assigned to several travelers. The Approver and/or a Travel Manager can delegate the approving authority to another Approver for up to 180 days. This allows Approvers to cover for each other when one is unable to perform the function. If an Approver fails to approve a document within 7 calendar days despite email notifications, the document will route to the next level Approver.
- 2. Will the system accommodate Reviewing Officials (RO) before the document reaches the Approver?**  
No, the system does not currently support a Reviewing Official feature.
- 3. What should I do if I am not available to help a traveler who needs short notice travel approved?**  
You must assign Delegates (or have them assigned for you) ahead of time to approve the travel.
- 4. Can I see if a traveler selected early ticketing? If so, can I uncheck the option or return the request to the traveler to uncheck?**  
There is no indication on your side if the traveler having selected this option however, the window for approval is 48-72 hours when the ticket early check box is selected. This will be reflected in the “To be approved before” date on the request.
- 5. Can I approve a request without a Line Of Accounting (LOA) selected?**  
The traveler must select an LOA to submit the request. You may approve with the LOA the traveler submitted or change the LOA.
- 6. When I don’t approve a document within 7 calendar days, can the next level Approver push it back to the original Approver?**  
No. Once the document goes to the next level, the new Approver must either approve the document or return it to the traveler.
- 7. What is the approval process in the DTM prototype?**  
Every profile contains an assigned Approver (typically the authorizing official or supervisor). If, after 7 calendar days (and 2 email notifications), the Approver or an assigned Delegate has not approved a document, it routes to the Approver’s Authorizing Official.
- 8. What is the character limit in the Comments section (of what document or online form)?**  
Comments are optional and limited to 500 characters. Travelers must select a justification from a drop-down menu.



**9. Can I view funding and Line of Accounting (LOA) information in DTM?**

Yes. You can see the LOAs on the requests and expense reports you approve. You can also change the LOA before approval if necessary. We highly recommend that all Approvers have permissions as a Budget Viewer so they can view budgets at any time.

**10. Can the system require the traveler to provide comments to the Approver and justifications to be a minimum character length?**

No. Comment fields are optional. Travelers must select a justification from a drop-down menu.

**11. Can a Travel Manager add conditional routing elements for certain travel types, e.g., foreign travel?**

At this time, this capability is not available but we can look into that as we build out the Foreign Travel functionality.

**12. Can I log into another Approver's profile as a Proxy to approve on their behalf?**

No. A Proxy can only log in as a traveler. The ability to approve as another Approver is a Delegate function. You would need the second Approver (or a Travel Manager) to assign you as a Delegate to that Approver.

## Additional Resources

The links below provide additional information mentioned elsewhere in this Supplement. You'll find the URLs useful when viewing the Supplement in hard copy.

1. SAP Concur Quick Start Guide for Traveler  
<https://www.defensetravel.dod.mil/Docs/ConcurGuide1.pdf>
2. SAP Concur Quick Start Guide Approvers  
<https://www.defensetravel.dod.mil/Docs/ConcurGuide2.pdf>
3. SAP Concur User Guides and Demonstrations  
<https://www.concurtraining.com/en-us/pr/get-started>
4. SAP Concur Home Screen  
<https://dodtravel.concursolutions.com>
5. SAP Concur Supplement: Home Screen Features  
<https://www.defensetravel.dod.mil/Docs/ConcurSupplement2.pdf>
6. SAP Concur Supplement: Profile Updates  
<https://www.defensetravel.dod.mil/Docs/ConcurSupplement1.pdf>